OP- 88-0366

01 APR 1988

MEMORANDUM FOR: Director of Personnel
                      Director of Information Technology

STAT   FROM:

                      Deputy Director of Personnel for
                      Compensation, Automation, and Planning

SUBJECT: Dispersed Office Support Agreement

Attached for your concurrence is the Memorandum of Agreement between the

Office of Personnel and the Office of Information Technology creating a

Dispersed Office Support (DOS) unit within the Office of Personnel.

Appendices 1 and 2 identify the positions identified by each career subgroup

for conversion to the unit. As soon as the agreement is signed, the unit will

be added to the Office of Personnel staffing complement and MZ careerists will

STAT   be assigned to positions.

Attachment:
  As stated

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22 March 1988

MEMORANDUM OF AGREEMENT

Between

The Offices of Personnel and Information Technology

for

Dispersed Office Support

1. BACKGROUND

The Office of Information Technology (OIT) and the Office of Personnel (OP) are jointly involved in the development and support of ADP systems whose success is crucial to Agency operations. This Memorandum of Agreement (MOA) recognizes the importance of a smooth working relationship between OP and OIT, and establishes an OIT Dispersed Office Support (DOS) unit within OP. The purposes of the DOS unit are to provide timely ADP services to OP; to ensure these services are responsive to the priorities of senior OP management; to foster good communications between system implementors and OP customers; to enhance the implementors' understanding and knowledge of customer activities; and to provide for customer visibility into the system development and maintenance process.

2. AUTHORITY AND IMPLEMENTATION DATE

The approving signatures affixed to this MOA shall constitute its authority. The OIT DOS unit shall be constituted and formally begin operations within thirty days of the latest approving signature date. This MOA can be changed with the approval of both offices and shall remain in effect until formally rescinded by either of the two offices.

3. TERMS OF THE AGREEMENT

OIT and OP jointly agree that an OIT DOS unit shall be established within OP during the implementation period of this MOA. The terms of this agreement are as follows:

a. The DOS unit shall be comprised in a single organizational component within OP. It shall be composed of OIT careerists, OP careerists, and OP ADP contractors.

b. OIT shall designate a member of the DOS unit to serve as its on-site manager.

c. The DOS unit manager shall report in OP to no lower than a Deputy Director of OP.

d. The DOS manager or his/her designee shall write or review the annual Performance Appraisal Reports (PARs) for the DOS unit staff members with the following caveat: each employee's PAR must have either the primary or reviewing comments written by a manager from that employee's own career service. The DOS unit manager's PAR shall be written by appropriate OP management and reviewed by Chief, Development Group (DG), OIT. Chief, DG/OIT shall review the DOS unit manager's performance with respect to adherence to OIT development standards, policies, and practices.

e. OP shall have the right to interview and approve the individual recommended by OIT for the DOS unit manager position. OIT shall recommend all MZ personnel assignments to the unit, but OP shall approve each assignment. OP shall make any additional MP assignments to the unit as appropriate.

f. The OIT DOS manager will ensure that OIT personnel are represented on the DG/OIT career sub-panel. The DOS manager will attend periodic DG/OIT project status meetings and will participate in OP career management forums to the extent desired by OP.

g. The OIT DOS unit will consist of 21 ceiling positions, including one SIS position and two other positions which currently exist in OP. Eight of the 18 remaining ceiling positions will be provided by OP and converted to MZ positions. These OP ceiling positions shall have an appropriate to-be-negotiated grade level distribution. OIT will provide the other 10 ceiling positions. If mutually agreeable, OIT may substitute a full-time equivalent for one of these 10 ceiling positions, with the understanding that OIT will staff the slot with a full-time employee on completion of the FTE tour. These 21 MZ ceiling positions shall be on the Table of Organization for OP. Upon termination of this MOA the slots referenced in Appendixes 1 and 2 will revert back to their respective offices. See Appendixes.

h. OIT shall be responsible for staffing the DOS unit with 21 MZ personnel. Personnel assigned to the DOS unit will have an appropriate mix of ADP skills and experience. OIT personnel shall be assigned to the DOS unit for a tour of duty for a period of two years and may be extended, by mutual agreement, to three years. The staffing level for the DOS effort shall be reviewed annually by OP and OIT. Mutually agreeable adjustments to the level of effort may be made following the annual review.

i. The DOS unit shall develop and maintain systems as requested by OP except that selected corporate and field applications will be done by the DOS unit.

j. For each new corporate or field project OP and OIT will jointly decide whether that effort would be best performed by the DOS team or through central OIT services outside the DOS unit.

k. The existing OIT rotational program in OP will be eliminated. As a transitional vehicle all existing rotational agreements will be honored as part of the DOS program.

l. The final decision for work approvals and priorities shall reside with OP. The OIT DOS unit manager shall be responsible for managing the resources of the unit to maximize the responsiveness and quality of ADP services to OP. He/she shall review all requests for work, and shall provide formal estimates for accomplishing the work, along with recommended alternatives, if any.

m. OP shall be responsible for funding any ADP equipment, software, and contractors required to accomplish the work of the DOS unit. The OIT DOS unit manager shall assist OP in budget formulation by preparing estimates and cost justifications for DOS efforts.

n. OP shall use the DOS unit manager as the focal point for identifying and coordinating ADP or communications activities which can reasonably be expected to affect the OIT services network.

4. OP RESPONSIBILITIES

In addition to other responsibilities defined in this MOA, OP shall:

a. Establish a mechanism for reviewing, screening, selecting, and prioritizing ADP requirements which OP provides to the DOS unit.

b. Define the functional requirements, participate in reviews and conduct formal acceptance tests for DOS unit deliverables where appropriate.

c. Fund appropriate ADP training for all personnel assigned to the DOS unit.

d. Provide the DOS unit personnel with working space, clerical support, and ready access to an adequate number of computer terminals, personal computers, and printers. For maximum efficiency the DOS unit shall be co-located in OP.

5. DOS UNIT RESPONSIBILITIES

In addition to other responsibilities defined in this MOA, the DOS unit shall:

a. Develop and maintain, under the direction of OP, an OP ADP strategic plan.

b. Establish a mechanism for responding to the OP's ADP requests with formal estimates and alternatives.

c. Develop, enhance, maintain, and support, according to OIT standards, new ADP systems in response to the priorities and requests of OP.

d. Perform maintenance and make enhancements as directed by OP to all operational projects or systems.

e. Function as the on-site project manager for DOS contractor support including software procurement and development.

f. Provide on-site ADP consulting and assistance to OP personnel.

6. OIT/DG CENTRAL SERVICES

OIT/DG will continue to centrally:

a. Manage the careers for all OIT DOS unit staff personnel.

b. Manage the Agency's Corporate Data Program. This function will include: Corporate Data planning and the establishment of the Corporate Data architecture; definition and enforcement of standards, procedures, and guidelines for Integrated Database Management System/Relational (IDMS/R) project development; provision of Data Base Administration (DBA) support to IDMS/R project developers; maintenance of the IDMS/R Integrated Data Dictionary; and Corporate project development, as appropriate.

c. Establish and enforce system development standards, guidelines, and methodologies.

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d. Through a senior technical OIT/DG review panel, ensure that all development efforts including those managed by the DOS unit, comply with applicable standards for architecture and development, unless otherwise exempted.

7. OIT CENTRAL SERVICES

OIT will continue to centrally:

a. Define the architecture and install and maintain Agency-wide communications and computing systems.

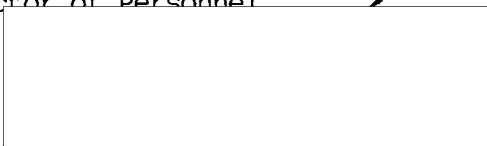b. Define the primary Agency architecture for field computing.

STAT

CONCUR:

APR 4 1988

Director of Personnel   Date

STAT

11 APR 1988

Director of Information Technology   Date

22 March 1988

Appendix 1

List of MP positions being converted to MZ

POSITION   GRADE

STAT

Average grade not including SIS Position = 12.8

Appendix 2

List of MZ positions with accompanying ceiling being transferred to the TO of OP*

POSITION   GRADE

STAT

Average position = 12.78

* OIT will provide OP with one part-time employee and the nine positions
identified here. When the part-timer returns to OIT, OIT will provide OP
with another GS-12 position.

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